

Childcare Check-In Survey Findings

This results were produced after asking for input from 63 surveys over a period of 2 days. 13 additional guests were not able to respond to the survey due to language barrier.

About You

1. How many children are you checking in today?

Number	Responses	Percentage
1	19	31%
2	31	49%
3	11	17%
4+	2	3%

Total Kids: 122

Total Caregivers: 81

Average number of kids per check-in: 1.93

Ratio of children to care-givers: 1:1.5

2. How often do you use the drop-in centre?

Frequency	Responses	Percentage
Several Times a Week	3	5%
Weekly	13	21%
Several times a month	17	27%
Monthly	16	25%
Occasionally	14	22%

Current Check-In Experience

3. Have you completed a paper check-in before? (If no, skip to question 6)

Response	Percentage
Yes	68%
No	32%

68% or 42 respondents answer the following questions about paper check-in:

4. How would you rate the current paper check-in process?

Response	Responses	Percentage
Very Easy	0	0%
Easy	2	5%
Neutral	7	17%
Difficult	19	45%
Very Difficult	14	33%

5. Approximately how long does paper check-in usually take?

Time	Responses	Percentage
Less than 1 minute	0	0%
1–3 minutes	3	7%
3–5 minutes	31	74%
More than 5 minutes	8	19%

Future Check-In Experience

6. Which features would make check-in easier? (Users checked multiple responses)

Features	Responses
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Digital check-in	33
QR code or barcode sign-in	12
Mobile phone check-in	48
Faster repeat guest sign-in	6
Multi-child family check-in	2

Other Responses:

Tapping with phone

Near instant check-in

Just saying the number of attendees

7. What are important features of digital check-in?

Features	Responses
Speed	58
Ease of use	55
Data privacy & security	43
Accessibility	24
Ability to complete on phone	62
Ability to do it in advance	45
Other	4

Key Findings Summary

- Most respondents use the centre **weekly** basis
- **78%** found the current paper check-in process difficult or very difficult.
- The most requested improvement is:
 - Mobile phone check-in / Digital check-in
- Respondents valued:
 - Ease of use
 - Speed

- Privacy/security